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NEWS

LPEA to install new drive-through kiosk in Durango *Durango office drive-through closed for construction Aug. 12-19*

DURANGO, Colo. – To better serve its members, 24 hours-7 days a week-365 days a year, La Plata Electric Association (LPEA) is installing a new drive-through kiosk at its Durango office, 45 Stewart St. in Bodo Park.

Construction will begin Tuesday, Aug. 12 and last approximately one week, according to LPEA officials. The drive-through driveway will be closed through construction, though the front lobby counter will be open during regular business hours. LPEA apologizes for any inconvenience.

Once installation is complete, the new kiosk, located in the drive-through off the front parking lot, will be completely automated. Customer Service Representatives will no longer man the drive-through window, but the existing Drop Box will remain for those wishing to simply drop off a payment.

“So often it’s not convenient because of work schedules, etc. for some of our members to come by the office during regular business hours,” said Betsy Lovelace, customer service supervisor. “This new kiosk will help with scheduling, but it also offers a number of additional services to members.”

The self-serve kiosk enables members to pay their bills by credit card, bank debit card, check and even cash (though the kiosk can’t make change, so any excess payment will be credited to a member’s account).

Payments will be immediately posted to a member’s account, so there’s no delay or potential for the electricity to be disconnected because of non-payment.

“Members will need to know their account number or bring their paper bills with its bar code to scan,” added Lovelace, noting that the cooperative is also in the process of creating code cards, similar to grocery store loyalty cards, that will carry the bar code/account number. “The full bill will be available for viewing on the kiosk screen.”

Those wishing to apply credit via the established Prepay card system, must visit LPEA's service counters in person.

LPEA members can also still pay from home by credit card by logging on to SmartHub at www.lpea.coop. Due to new PCI compliance regulations, LPEA personnel can no longer verbally take payments over the phone, though payments can be made through LPEA's automated IVR system.

“Or you can always sign up for auto-pay, with payments charged to your credit card or bank account,” said Dennis Svanes, CFO. “We’re endeavoring to offer our members as many options as possible for keeping current on their accounts.”

LPEA, celebrating 75 years in 2014, provides to its more than 30,000 members, with nearly 41,000 meters, safe, reliable electricity at the lowest reasonable cost, while being environmentally responsible. For additional information, contact LPEA at 970.247.5786. For further information, visit www.lpea.coop.

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